

Digital Skills and Research Methods

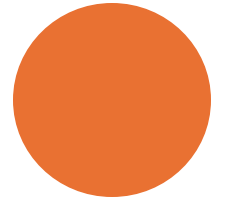
**How digital
technology can
improve efficiency,
data safety and staff
collaboration across
the Organisation.**

Module: LCHS4007

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Chosen Tool: PowerPoint

Module:
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PowerPoint

Digital Transformation Context at Greenfield Home Care

- Greenfield Home Care Agency supports older adults living independently, requiring coordinated community care delivery across multiple staff roles. (Jeilani & Hussein, 2025)
- The agency adopted Microsoft 365 to streamline communication, documentation, and coordination. (Alotaibi et al., 2025)
- Despite the technology rollout, many staff lack confidence with digital platforms, leading to partial tool adoption. (Alotaibi et al., 2025)
- Digital maturity in healthcare organizations influences how effectively teams use collaborative tools. (Raunaq et al., 2025)
- Mobile, distributed workforces such as carers experience challenges with fragmented information and asynchronous communication. (Raunaq et al., 2025)
- Therefore, Greenfield needs productivity applications that support structured information sharing and reduce workflow fragmentation. (Ofori et al., 2025)



(Adobe, 2025)

PowerPoint as a Digital Productivity Application

- Microsoft PowerPoint within Microsoft 365 supports visual structuring of information, not just formal presentations. (Ofori et al., 2025)
- Visual organization can reduce cognitive effort and improve clarity of procedural knowledge at point of use. (Raunaq et al., 2025)
- In healthcare training, multimedia and slide-based formats enhance understanding compared with text-only formats. (Awungafac et al., 2024)
- Visual communication frameworks help translate complex protocols into digestible, actionable steps for staff. (Ofori et al., 2025)
- Structured slides facilitate contextualized training modules that staff can revisit, improving retention and consistency. (Awungafac et al., 2024)



(Phillips, 2025)

How Tasks Are Done Now vs PowerPoint-Enhanced Workflow

Task Aspect	Current Method	PowerPoint-Enhanced Method
Information Delivery	Dense text messages and emails	Clear visual sequences and summaries
Guidelines Accessibility	Stored in printed notes	Centrally stored slides available via Teams
Training Format	Ad-hoc verbal sessions	Slide-based structured training
Updates & Edits	Email threads and PDF versions	Shared and versioned slide decks
Staff Collaboration	Fragmented comments	Shared visuals and annotations



Current workflows rely on text and verbal communication that are hard to scan and interpret quickly. (Jeilani & Hussein, 2025)

- PowerPoint slides break down tasks into visual steps, reducing ambiguity.(Awungafac et al., 2024)
- Slide decks shared via Teams can be updated centrally and accessed by all team members. (Ofori et al., 2025)
- Training modules in slides support self-paced review and more consistent onboarding. (Awungafac et al., 2024)

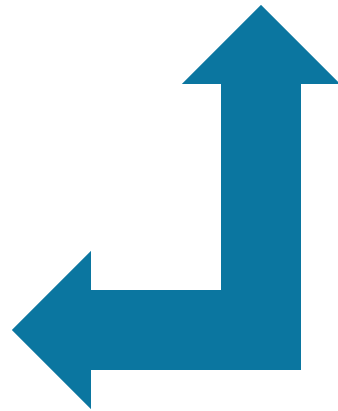
PowerPoint in Workflow Redesign



- PowerPoint templates can be created for routine care procedures, so staff access standardized formats. (Ofori et al., 2025)
- Visual checklists embedded in slides help carers perform tasks with fewer errors. (Raunaq et al., 2025)
- Handover slides summarize key client information, reducing information loss during shift changes. (Awungafac et al., 2024)
- Weekly briefing decks consolidate messages, reducing the need for repeated email chains. (Ofori et al., 2025)
- Integration with Teams enables real-time collaboration on slide updates. (Raunaq et al., 2025)

Benefits of PowerPoint: Efficiency & Team Coordination

- Visual formats such as slide sequences reduce cognitive strain and accelerate comprehension. (Raunaq et al., 2025)
- Slide-based modules improve training effectiveness and information retention. (Awungafac et al., 2024)
- PowerPoint supports role-specific briefings, enhancing tailored communication. (Ofori et al., 2025)
- Use of visuals fosters shared understanding across carers, coordinators, and nurses. (Ofori et al., 2025)
- Standardized slide templates reduce duplication of effort and avoid inconsistent documentation. (Jeilani & Hussein, 2025)



Limitations & Practical Consideration

- Visual tools can introduce information overload if slides are too complex or poorly structured. (Awungafac et al., 2024)
- Staff with low digital literacy may struggle to create or interpret complex slide decks. (Alotaibi et al., 2025)
- PowerPoint does not function as a data storage system, so clinical records need dedicated systems. (Raunaq et al., 2025)
- Over-reliance on slides may reduce direct discussion if not facilitated interactively. (Ofori et al., 2025)
- Designing high-quality slides requires time and skill, which may be limited in care settings. (Awungafac et al., 2024)

Using Teams to Improve Performance

- Using teams in healthcare organizations can optimize the use of resources.
- Teams are to solve specific problems, improve quality, or plan an event.
- By using Teams you can create and develop teams.
- Teams provide training with high performance and effectiveness.

Disadvantages of Teams

- For full capabilities subscription is required
- Microsoft tools can overlap
- Risk of duplicate channels
- Requires high internet stability
- High storage consumption
- File management issues
- Minimal customization



Challenges you Could face using Microsoft Teams in a care home



1. Limited Digital skills among staff.

- Some staff may not be confident with technology.
- Difficulty navigating channels, uploading documents, or joining meetings.

2. Poor Wi-Fi or Device Access

- Care home might have weak internet, especially older or rural buildings.
- Limited shared computers on shifts.
- Staff may rely on personal phones.

3. Meeting fatigue

- Back-to-back video calls.
- Screen sharing glitches.
- Audio or connectivity issues.

4. Too many Notifications

- From chats, Channels, meetings and mentions.
- Important messages can get buried.

5. Performance Issues

- Can be slow if using older devices.
- High memory usage.
- Lag during large meetings.

6. Permission & Access Problems

- Users unable to access certain files or channels.
- Confusion between guest and member permissions.



What are the benefits of using Microsoft Teams in Greenfield Care home?

- Improves efficiency and resident care by facilitating secure.
- Gives Instant communication among staff to stay connected in different locations.
- Enabling virtual GP/Specialist consultations.
- Allowing families to connect with residents via video.
- Supports the organizations use Of Microsoft 365.

How to overcome some Challenges

- Improve Wi – Fi coverage with boosters.
- Use device stands, headphones, and simple log – in guides.
- Provide structured staff training.
- Obtain written consent for Virtual meetings.
- Use clear digital policies (GDPP, Safeguarding, recording rules).



Top 9 Key Benefits of Microsoft Teams

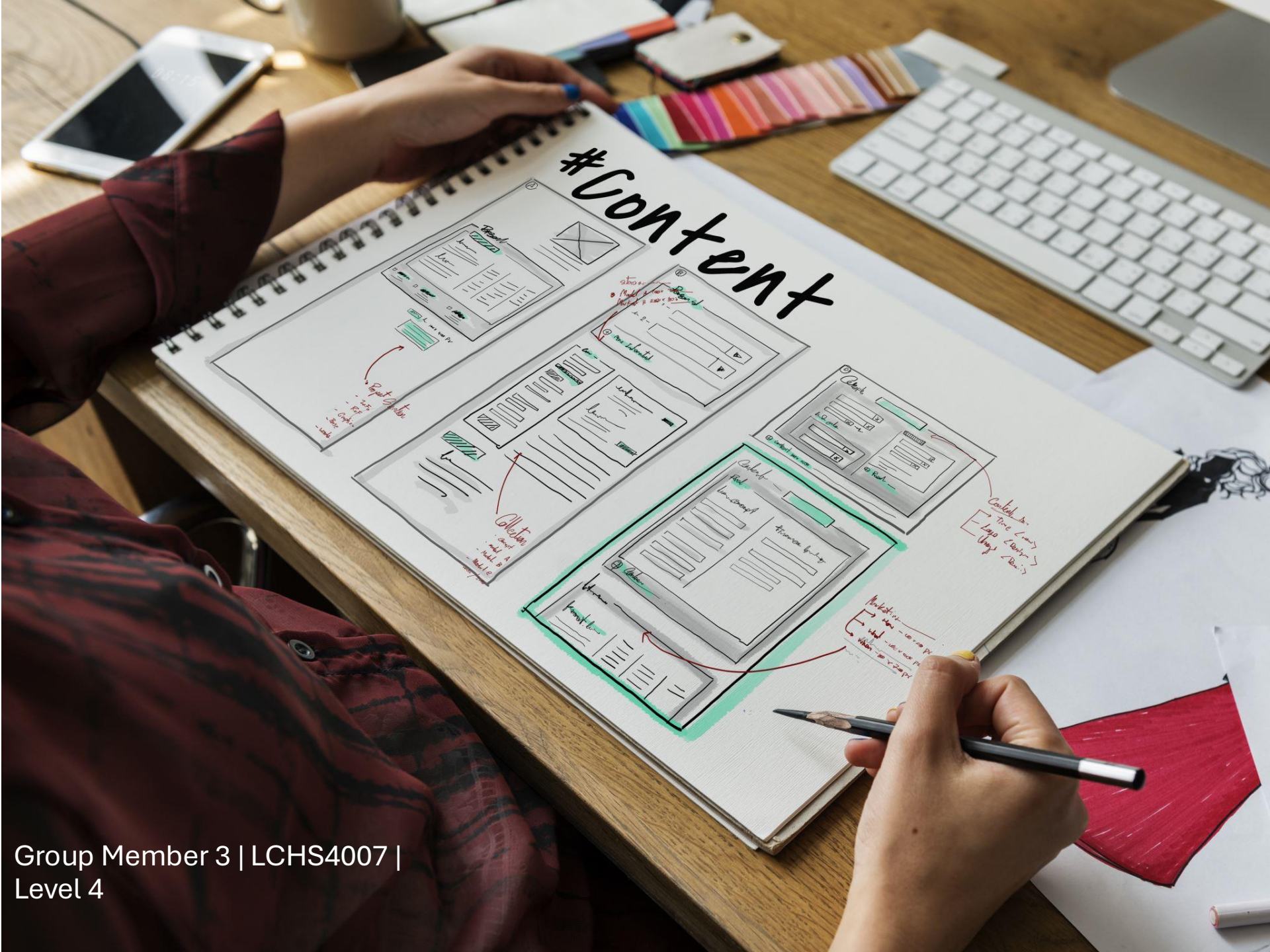
1. Meetings and scheduling tools
2. Enhanced Communication
3. Quick questions
4. Digital Transformation
5. Video calling
6. Microsoft Integration
7. User Enablement through Bots
8. Security
9. Increased Productivity



Microsoft Teams



Digital Safety Action Plan Greenfield Home Care Agency



Group Member 3 | LCHS4007 |
Level 4

Context and Importance

- Greenfield Care Home Agency manages sensitive client data. • Staff use Microsoft 365 across all locations.
- Data protection is guided by the Data Protection Act 2018 and the UK General Data Protection Regulation. These laws explain how organisations must collect, store and protect personal data (UK Government, 2018).
- This report uses information from books, articles and official guidance. All sources are shown using Harvard in-text citations and a reference list.



Digital Safety Action Plan



Protect client data and ensure compliance	Strong passwords and multi-factor authentication (MFA)	(NCSC, 2023)
Protect client data and ensure compliance	Role-based access controls	(ICO, 2023)
Improve email security	Phishing awareness training and reporting suspicious emails	(NCSC, 2023)
Secure data storage	Store data on Microsoft OneDrive / Microsoft SharePoint only	(Microsoft, 2023)
	Follow the Data Protection Act 2018 and UK General Data Protection Regulation	(UK Government, 2018)
	Maintain confidentiality	

Expected Benefits

- By improving digital security, Greenfield Home Care Agency can better protect confidential client data (ICO, 2023). This will reduce the risk of data breaches and cyber-attacks (NCSC, 2023).
- It will also increase staff awareness of their digital responsibilities and encourage good data protection practices (ICO, 2023). Overall, these actions help the organisation follow legal and ethical requirements, including the Data Protection Act 2018 and the UK General Data Protection Regulation (UK Government, 2018).

This will be achieved by training staff to handle data correctly, limiting access to confidential information, and using secure systems to store data (ICO, 2023; Microsoft, 2023). These steps reduce the risk of data breaches and help staff understand their responsibilities for protecting client information (NCSC, 2023).

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